

## ISO/IEC 17025:2017 - MASTERING LABORATORY COMPETENCE STANDARDS

*"Building technically competent, reliable, and internationally accredited testing and calibration laboratories."*

### Schedule

| Date             | Venue                          | Fees                  |
|------------------|--------------------------------|-----------------------|
| 19 - 21 Oct 2026 | Online (Live Virtual Training) | USD 1000 per delegate |

► **Available delivery methods:** Face-to-Face & Online Training

### Introduction

ISO/IEC 17025:2017 is the internationally recognized standard for testing and calibration laboratories, providing a framework to ensure technical competence, impartiality, and consistent operation. Compliance with this standard is essential for laboratories seeking accreditation, international recognition of results, and customer confidence. Understanding both the management and technical requirements is critical for effective implementation.

This 3-day intensive online training equips participants with a comprehensive understanding of ISO/IEC 17025:2017 requirements and their practical application in laboratory operations. The course emphasizes real-world implementation, risk-based thinking, and continuous improvement to support laboratories in achieving and maintaining accreditation while enhancing quality and technical performance.

### Objectives

By the end of this course, participants will be able to:

- Understand the structure and key requirements of ISO/IEC 17025:2017.
- Implement management and technical requirements effectively in laboratory operations.
- Apply risk-based thinking and impartiality principles.
- Prepare for laboratory accreditation and assessment processes.
- Improve consistency, reliability, and credibility of laboratory results.

## Why Attend

- Gain in-depth knowledge of ISO/IEC 17025:2017 in a practical format.
- Learn how to implement and maintain laboratory competence systems.
- Understand accreditation requirements and assessment expectations.
- Improve laboratory quality, reliability, and customer confidence.
- Strengthen professional expertise in laboratory quality management.

## Target Audience

This program is designed for:

- Laboratory managers and supervisors.
- Quality managers and quality assurance personnel.
- Laboratory analysts and technical staff.
- Accreditation, audit, and compliance professionals.
- Health, safety, and environmental laboratory personnel.

## Individual Benefits

Key competencies that will be developed include:

- Ability to interpret and apply ISO/IEC 17025:2017 requirements.
- Skills in managing laboratory quality and technical competence.
- Improved understanding of risk management and impartiality.
- Confidence in preparing for accreditation and audits.
- Enhanced professional credibility in laboratory management.

## Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved laboratory compliance with international standards.
- Enhanced technical competence and result reliability.
- Reduced nonconformities and audit findings.
- Stronger quality management and continuous improvement systems.
- Increased recognition and trust in laboratory results.

## Instructional Methodology

The course follows a blended online learning approach combining theory with practice:

- Strategy Briefings - Detailed explanation of ISO/IEC 17025:2017 clauses and requirements.
- Case Studies - Examples of nonconformities, audit findings, and corrective actions.
- Interactive Discussions - Practical implementation challenges and solutions.
- Workshops - Risk assessment, documentation, and audit preparation exercises.
- Tools - Implementation checklists, templates, and accreditation guidance materials.

## Course Outline

### Detailed 3-Day Course Outline

Training Hours: 9:00 AM – 4:00 PM Daily Format: 3-4 Learning Modules | Coffee breaks as scheduled | Lunch Break: 01:00 – 02:00

#### Day 1: Introduction and Management Requirements

##### Module 1: Overview of ISO/IEC 17025:2017 (09:00 – 10:30)

- Scope, structure, and principles of the standard
- Impartiality, confidentiality, and risk-based thinking

##### Module 2: Management System Requirements (10:45 – 12:15)

- Document control and records management
- Control of nonconforming work and corrective actions

##### Module 3: Organizational Structure and Responsibilities (01:00 – 02:30)

- Roles, responsibilities, and authority
- Ensuring impartiality and independence

##### Module 4: Internal Audits and Management Review (02:45 – 04:00)

- Audit planning and execution
- Management review inputs and outputs

#### Day 2: Technical Requirements and Laboratory Operations

##### Module 5: Resource Requirements (09:00 – 10:30)

- Personnel competence and training
- Equipment, facilities, and environmental conditions

##### Module 6: Measurement Traceability and Calibration (10:45 – 12:15)

- Traceability concepts and calibration management
- Reference standards and uncertainty of measurement

##### Module 7: Process Requirements – Testing and Calibration (01:00 – 02:30)

- Method validation and verification
- Sampling, handling of test items, and technical records

##### Module 8: Ensuring Validity of Results (02:45 – 04:00)

- Quality control, proficiency testing, and inter-laboratory comparisons

#### Day 3: Accreditation, Risk Management, and Continuous Improvement

##### Module 9: Risk Management and Improvement (09:00 – 10:30)

- Risk identification and mitigation strategies
- Opportunities for improvement

##### Module 10: Handling Complaints and Nonconformities (10:45 – 12:15)

- Complaint management processes
- Root cause analysis and corrective actions

##### Module 11: Accreditation Process and Assessments (01:00 – 02:30)

- Accreditation application and assessment stages
- Preparing for external audits

##### Module 12: Best Practices, Case Studies, and Course Review (02:45 – 04:00)

- Review of implementation case studies
- Key takeaways, action planning, and Q&A

## Certification

Participants will receive a Certificate of Completion in ISO/IEC 17025:2017 – Mastering Laboratory Competence Standards, validating their knowledge and practical ability to implement, manage, and maintain laboratory competence systems in line with international accreditation requirements.

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